

AMENDMENTS TO THE CLAIMS:

Please cancel claims 1-18 without prejudice and add new claims 19-41 as follows.

1 – 18. (Cancelled)

19. (New) A method comprising:

receiving at a telephony server a web request for a call-back to a user, the web request including information associated with the user and the call-back;

converting the web request to a DTMF (Dual Touch-tone Multi-Frequency) phone request via a DTMF string generator; and

and transmitting the DTMF phone request from the telephony server to a call center, the call center including an interactive voice response system to receive the DTMF phone request.

20. (New) The method of claim 19, wherein converting the web request to a DTMF phone request via a DTMF string generator comprises:

parsing the information received in the web request; and

generating a string of DTMF codes encoding the parsed information based on an interactive voice response tree.

21. (New) The method of claim 20, wherein transmitting the DTMF phone request from the telephony server to a call center comprises transmitting the string of DTMF codes to the call center.

22. (New) The method of claim 21, further comprising:

routing by the call center the call to an agent station; and presenting the information associated with the web request, decoded from the string of DTMF codes, on the agent station.

23. (New) The method of claim 19, wherein the information associated with the user and the call-back includes a telephone number to be used for the call-back.

24. (New) The method of claim 19, wherein the information associated with the user and the call-back includes user account information.

25. (New) The method of claim 19, wherein the web request includes a selection of a telephone information service to be provided by the call center.

26. (New) A system comprising:
a call center to provide a telephone information service; and
a telephony server for data integration coupled via a phone switching network to a browser server and to the call center, wherein the telephony server to receive from the browser server a web request for a call-back to a user, to convert the web request to a DTMF (Dual Touch-tone Multi-Frequency) phone request via a DTMF string generator, and to use the phone request to place a call by the telephony server to a call center.

27. (New) The system of claim 26, wherein the call center comprises an interactive voice response system to interactively respond to a call via voice based on an interactive voice response tree.

28. (New) The system of claim 27, wherein the call center further comprises an automatic call distributor to route the call to an agent at an agent station.

29. (New) The system of claim 28, wherein the call center further comprises an automatic call distribution gate to selectively connect a routed call to the agent station.

30. (New) The system of claim 27, wherein the call center further comprises a customer relation management system for storing, retrieving, and managing user information.

31. (New) The system of claim 27, wherein the telephony server to convert via a DTMF string generator the web request to a phone request comprises the telephony server to parse the information received in the web request and to generate a string of DTMF codes encoding the parsed information based on the interactive voice response tree.

32. (New) The system of claim 31, wherein the telephony server further comprises: a receiver to receive from the browser server the web request; and a transmitter to transmit the DTMF string to the interactive voice response system of the call center.

33. (New) The system of claim 26, further comprising at least one agent station coupled to the call center.

34. (New) The system of claim 33, wherein the agent station comprises:

a telephone to receive and answer a routed call from the call center;
a display screen to display information; and
a presentation unit to receive information associated with the routed call and to display the information on the display screen.

35. (New) The system of claim 26, wherein the browser server is communicatively coupled to a user device.

36. (New) The system of claim 35, wherein the user device is a personal computer.

37. (New) The system of claim 35, wherein the user device is a personal digital assistant device.

38. (New) The system of claim 35, wherein the user device is a laptop computer.

39. (New) An article of manufacture comprising a machine accessible medium including content that when accessed by a machine causes the machine to:

receive at a telephony server a web request for a call-back to a user, the web request including information associated with the user and the call-back;

parse the information received in the web request;

generate a string of DTMF (Dual Touch-tone Multi-Frequency) codes encoding the parsed information from the web request based on an interactive voice response tree; and

and transmit the string of DTMF codes from the telephony server to an interactive voice response system of a call center.

40. (New) The article of manufacture of claim 39, wherein the machine-accessible medium further includes content that causes the machine to route by the call center the call to an agent station.

41. (New) The article of manufacture of claim 39, wherein the machine-accessible medium further includes content that causes the machine to present the information associated with the web request, decoded from the string of DTMF codes, on the agent station.